



Opportunity Profile:

Client Care Manager

Our Mission

To provide Opportunity and Super Experiences to our Team, Clients, Agents, and all we serve.

Our Vision

To deliver Super Home Services to 75,000 homeowners annually.

Values

F.R.E.E.D.O.M

Fearless, Respectful, Excellence, Education, Diligence, Opportunity, Motivation.

Culture

Being a superhero is hard, and we will expect your best every day. We place a high priority on integrity, dependability, punctuality, extraordinary customer satisfaction and going above and beyond the job profile. We offer a great work atmosphere, competitive salary, flexible schedule, and healthcare benefits.

Company Expectations

Show up on time, show up ready to go, work while at work, focus on providing great client experiences, strive to be physically fit, mentally fit, and emotionally stable. Be kind to all, and if a client is disgruntled, kill them with kindness. Look for opportunities for the company and for yourself. Seize opportunity when it arises, plan your time, have a plan, set personal and professional goals, dress appropriately, and persevere when difficulty arises. Be clear about the company's vision and your personal vision. Be effective, not perfect. Take time for refreshment and relaxation when needed, respect your coworkers, and be a part of the team.

Position Overview

We are seeking a results-driven Call Center Manager to lead and develop a high-performing Client Care Center responsible for delivering exceptional customer experiences, driving revenue growth, and supporting company-wide operational objectives.

This role is ideal for a leader who thrives on coaching teams, improving processes, leveraging data to drive decisions, and building a culture of accountability and excellence. The Call Center Manager will partner closely with senior leadership to develop strategy, improve performance, and scale the department as the company continues to grow.

This position offers the opportunity to make a direct impact on customer satisfaction, employee development, operational efficiency, and company revenue.

Key Responsibilities, Leadership, & Team Development

- Lead, coach, and develop a team of customer service professionals and team leads.
- Create a culture focused on accountability, performance, engagement, and customer experience.
- Recruit, onboard, train, and retain top talent.
- Conduct performance reviews, coaching sessions, and career development planning.

Operational Performance

- Own department KPIs including conversion rates, service levels, response times, quality scores, customer satisfaction, and revenue performance.
- Analyze performance trends and implement initiatives that improve productivity and efficiency.
- Develop workforce planning strategies to ensure appropriate staffing levels.

Strategic Growth

- Partner with executive leadership to establish departmental goals and long-term initiatives.
- Identify opportunities for automation, technology enhancements, and process improvements.
- Lead change management initiatives and drive adoption of new systems and procedures.

Customer Experience

- Provide Super Experiences - drive a culture of caring and kindness.
- Resolve escalated customer concerns and identify root causes of recurring issues.
- Implement strategies that improve customer satisfaction, retention, and loyalty.

Reporting & Business Analytics

- Develop and present performance dashboards and business insights to leadership.
- Utilize data to identify opportunities, mitigate risks, and improve overall results.
- Monitor departmental budgets and optimize resource allocation.

Qualifications

- 3+ years of call center leadership experience, including direct management responsibility.
- Proven track record of improving team performance and achieving KPI goals.
- Strong experience with workforce management, quality assurance, coaching, and reporting.
- Ability to analyze data and translate insights into action.
- Excellent leadership, communication, and problem-solving skills.
- Bachelor's degree preferred but not required with equivalent leadership experience.

Compensation & Benefits

- \$65,000–\$80,000 annual salary
- Medical, Dental, and Vision Insurance
- 401(k)
- Company-paid Life Insurance
- Flexible Scheduling
- Professional Development and Career Growth Opportunities

Job Type: Full-time